

## **PROPOSED NEXTEL REPORTING REQUIREMENTS**

### **1. Quality of Service:**

The Commission should require Nextel to inform its customers when purchasing service, and periodically through bill inserts, that complaints about service quality may be made. Complaints made by customers to Nextel should be reported by Nextel to the Commission by the following categories:

- (1) Billing and Rate Issues
- (2) Service Quality
  - No Coverage
  - Fast Busy
  - Dropped Calls
  - Poor Sound Quality
- (3) Contract Issues
- (4) Issues Involving Marketing and Advertising
- (5) Equipment Issues

If Nextel has a substantive number of customer complaints the Commission should consider imposing remedies, including revocation of Nextel's ETC designation.

### **2. Infrastructure Improvements:**

Nextel should be required to file a network infrastructure plan with the Commission within six months of being designated as eligible to receive federal funding support. This plan, as a part of universal service protection, should include schedules that would be approved by the Commission, for the deployment of universal service capabilities in

Nextel's entire designated service area within one to two years of being designated as eligible to receive federal funding support. Failure to file an infrastructure plan or failure to meet the commitment dates of such a plan should result in Nextel's loss of eligibility to receive federal funding.